



INCOMING SHIPPING INFORMATION

Shipping Labels:

*Terranea Resort
C/O Kelly Anonsen / Conference Services
100 Terranea Way
Rancho Palos Verdes, CA 90275
Hold for: _____
Group Name: _____
Dates of Meeting: _____
Packages: _____ of _____*

Shipping Notes:

- Please arrange incoming packages and schedule deliveries to arrive ***no earlier than 48 hours prior to program start dates.***
- All packages are logged in our shipping system by tracking number. Please forward complete tracking numbers with you for quicker identification and/or location.
- Terranea offers Conference Concierge staff members who work exclusively with our groups. The Conference Concierge will assist with locating, tracking packages, delivering packages to Offices, and shipping outbound packages. The Resorts Experience Center Will Not have information related to Group/Exhibitor Packages.
- Terranea main loading dock hours are 5:30am – 9:30pm everyday (*subject to change due to business levels*). Map to Loading Dock located on Page 3

BOX HANDLING FEES:

Boxes up to 36" x 24" x 24": \$3.00 per box
Larger boxes or display cases: \$5.00 per box/display case
Pallets: \$50.00 per pallet

For other sized amounts, please consult your Conference Services Manager for pricing.

At the conclusion of the Program, please have all outbound boxes taped and sealed, with proper outbound shipping information affixed/attached. All Outbound boxes can remain at your meeting space for Conference Concierge delivery to resort loading dock for pick-up by Courier/UPS/FedEx. Any boxes without affixed pre-paid shipping labels, will not leave the resort.

Outbound Shipment Fees will be the responsibility of each Individual Exhibitor.

Please see below Outbound Shipping Instructions.

Outbound Shipping Instructions

FEDEX

Terranea utilizes one account with FedEx Express, all other carriers must be contacted for pick-up

Standard services provided by FedEx Express: First Overnight –Priority, Priority –Economy, Standard, 2nd Day, Saver 3rd Day

Groups are required to have boxes taped closed, a FedEx Label COMPLETELY filled out and attached. Please only take the top copy and leave the other two attached. If you do not have a FedEx account number, there is room at the bottom of the label to put in a credit card. If you need a label the resort can provide you with one. **A FedEx Label must be provided and attached to each individual box.**

Please let us know if you are shipping internationally. This requires a different label, as well as a customs form.

FEDEX express comes to hotel twice daily Mon-Fri. You need to schedule a pickup for FEDEX Ground and FEDEX Freight. For a Saturday pick-up, Group is responsible to call FEDEX for scheduling (*charges apply for Saturday Pick-up*).

UPS

It is the responsibility of each Group to call UPS to schedule a pick-up. Please have boxes taped closed, a UPS label COMPLETELY filled out and attached. **PLEASE SCHEDULE A PICK UP FROM UPS OR YOUR BOXES WILL NOT BE PICKED UP.** Once Group has called for a pickup, UPS should provide confirmation number and ETA. The Resort Does Not carry supplies for UPS.

Courier

Group is responsible to have Bill of Lading attached to boxes/pallet. If not bill of lading, please affix the name of pick-up company, along with time, date, phone number of company, as well as number of outbound items.

Groups may leave “ready to go” packages in your Office.

The Resort’s Conference Concierge will retrieve and take to loading dock.

Monday - Friday packages received by 2:00pm will go out the same day; after 2pm will go out next business day

Boxes not completely sealed, with missing labels, or incorrect label information, will not be shipped

LOADING DOCK

